in the Post Offices, whereas the Kisan Vikas Patras and encashed mid way in the Post Offices;

(c) whether Indira Vikas Patras are also not encashed in the mid-term by the Post Offices;

(d) whether the mid-term encashment of Kisan Vikas Patras entail payment of commission to agents twice and also cause the problem of liquidity; and

(e) whether Government would consider to bring at par the National Savings Certificates and Kisan Vikas Patras, either by stopping mid-term encashment or by allowing mid-term encashment of both the Vikas Patras, as both are identical in characteristics, etc.?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M.V. CHANDRASHEKHAR MURTHY): (a) Three-fourth of net collections under small savings schemes, including National Savings Certificates and Kisan Vikas Patras, in a State is advanced as long-term loan to that State for financing the State Plan.

(b) Mid-term encashment is not allowed at the option of the investor in the case of National Savings Certificates VIII issue, whereas an investor may encash Kisan Vikas Patras after two and half years from the date of purchase.

(c) Yes, Sir.

(d) Payment of commission is made only once at the time of investment. As regards liquidity, the premature encashment facility is a basic feature of Kisan Vikas Patra. This provides an investor with an instrument having a flexible maturity period.

(e) No, Sir. National Savings Certificates VIII Issue, Kisan Vikas Patras and Indira Vikas Patras are not identical and the quetion of bringing these instruments at par does not, therefore, arise.

Complaints against MTNL

*611. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) how many complaints have been received by the Department from the registered users of telephones, during the last two years;

(b) what is the nature of such complaints;

(c) what are the reasons for increased difficulties faced by the users in installation of telephones, their smooth operation, payments of bills, etc; and

(d) how Government propose to uproot deep routed corruption in the M.T.N.L.?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Details of the complaints received from the users of telephones during the last two years are given in the statement 'A' and 'B' respectively. The nature of complaints can be classified as under:

(a) service complaints
(b) excess billing and
(c) complaints regarding provisioning of telephones

(c) The overall performance of MTNL, Bombay and Delhi in respect of customer services during 1993-94 has more or less remained the same as it was during 1992-93. There has been a slight increase in the number of complaints per 100 telephones per month mainly because of increased installation activity, higher incidence of rains and cable thefts during 1993-94. In respect of excess billing complaints, however, there has been a definite improvement (0.29% in 1993-94 as compared to 0.38% in Delhi and 0.44% in Bombay during 1992-93).

The service rendered is quite satisfactory. This fact has been acknowledged by our customers contacted by Indian marketing Research Bureau during appraisal of quality of telephone service.

Various steps have been taken for the convenience of the customers and to save them from any harassment. There is constant monitoring at the highest level to ensure that the installation of telephones are completed within the norms after issue of OBs. The telephone reported faulty are attended to expeditiously.

For subscribers to be able to pay the telephone bills without any difficulty, payment counters have been opened at Chief General Manager's Office, *CTOs/* DTOs and Area Officers. Payment of telephone bills is also acceptable through certain identified banks. Subscribers can obtain duplicate bills from Customer Service Centres. If a customer at any time faces any problem he can see Area GM/ Dy. Gm for redressal of his grievance at specified hours. Telephone Adalats are also being held once every three months where aggrieved customers and heard face to face to settle their problems.

(d) Whenever any irregularities are detected, strict action is taken against the guilty officials. Action has also been taken to modify the procedures from time to time to minimise such irregularities. Moreover, there is a full fledged vigilance section working against irregularities and cases of corruption. CBI/Police help is taken wherever necessary.

Statement-A

MTNL—DELHI

Total no. of complaints received during last two years i.e. 1992-93 and 1993-94.

Written complaints

	Nature of complaints	No.
(a)	Service	17,425
(b)	Over billing	27,545
(c)	Delay in provision of telephone connection	486
(d)	Vigilance nature	997

Average complaints per hundred DELs at 198 of various exchanges during last two years is given below.

	1992-93	1993-1994
Average	26.22	* 28.14

'Slight increase in complaints is due to the increased construction activities which sometimes affects the working telephones.

Statement-B

MTNL—BOMBAY

Written complaints received during 1992-1993 & 1993-94.

1.	Complaints of commercial nature, provisioning, other billing problem and service matters.	—30575
2.	Overtoiling	—39559
3.	Vigilance nature	— 92

Average complaints per hundred DELs recorded at 198 of various exchanges during last two years is given below.

	1992-1993	1993-1994
Average	25.3	25.6

Narcotics along Rajasthan Border

*612. SHRI SUSHILKUMAR SAMBHAJIRAO SHINDE:
SHRIMATI VEENA VERMA:

Will the Minister of FINANCE be pleased to state:

(a) whether Government's attention has been drawn to the report in the Patrika published from Rajasthan dated 28th February, 1994 captioned 'Pak dumping narcotics along State border', stating that Pakistan has been dumping